

Natalie Vernon, B.A.B.L., L.I.B., Q.F.A.

+353 86 887 0511

natalie.n.vernon@gmail.com

26 Lisalea, Frascati Park, Blackrock, A94P237

Profile

A conscientious, well organised and confident communicator who emphasises attention to detail and confidentiality when working with clients. Experienced in working to meet regulatory requirements and strict deadlines, legal skills, and event organisation. Skilled in overseeing all aspects of front of house, customer service, office management and staff management. Proven strong interpersonal skills allowing for motivation and engagement of staff as well as generating clients and maintaining relationships.

Core Skills

- Keyhouse Case Management Software
- BAILII
- Lexis Nexis
- Westlaw UK/IE
- Microsoft Office Suite
- iWork Suite
- Google Office Suite
- Project Management
- Business and Legal Correspondence
- Presentation Development
- Typing Speed: 65 WPM

Career Summary

Allied Irish Bank (AIB)

April 2022 – Current

Senior Customer Operations Specialist & Complaints and Errors Officer

- Engages with a variety of stakeholders within the Bank to assist in resolutions and deliver fair customer outcomes.
- Experienced in operational, technical/regulatory knowledge, combined with an empathetic and customer orientated approach.
- Resourcefully manages and independently resolves both simple and complex customer complaints and errors by applying significant levels of personal judgement in addition to the application of relevant legislation, regulation and Bank policy.
- Delivers outcomes with focus on reducing costs and risks associated with delay, mishandling and complaint flows to the Financial Services and Pensions Ombudsman.
- Conducts investigations as needed and maintains records to ensure prompt response to queries/actions.
- Analyses data relating to complaints and errors recorded to reduce reoccurrence where possible and improve efficiency to provide improved customer outcomes.
- Strong planning and prioritisation skills, particularly under pressure to meet regulatory deadlines and meet team objectives.
- Team player who is also capable of working under own initiative, with evidence of being prepared to accept personal responsibility for actions.
- Maintained high standard of service and credit assessment required in previous role.

Allied Irish Bank (AIB)

February 2020 – April 2022

Customer Operations Specialist & Bank Official

- Maintains and demonstrates up to date knowledge of legal and regulatory requirements ensuring appropriate implementation and mitigation of credit risk.
- Works within stated procedures, controls and policies. Escalates issues and opportunities to team leader.
- Fulfils customer requirements through phone, mail and digital channels in line with service level timeframes.
- Reconciliation of debtor accounts for strategic account management and coding.
- Contributes to the continuous improvement of the overall customer experience, with focus on a 'Right First Time' approach.

- Conducts credit assessment to determine repayment capacity of potential borrowers and ensure mitigation of credit risk.
- Uses quantitative and qualitative info to draw accurate conclusions.
- Interprets and applies understanding of key financial indicators to make better business decisions.
- Works collaboratively with others to meet shared objectives across teams and departments, including ad hoc work on projects and assistance with day-to-day tasks.
- Prioritises operational excellence by simplifying processes for greater efficiency in workflow and fostering environment of continuous improvement.

Allied Irish Bank (AIB)

December 2017 – July 2019

Customer Advisor & Bank Official

- Responsible for managing all teller cash and safe cash operations and reconciliation.
- Responsible for management of all off counter orders and procedures.
- Trained and qualified as Health and Safety Official and Fire Marshall. Conducted regular audits, upheld standards and maintained Health & Safety and Fire Safety records.
- Appointed as Graduate Liason between AIB and University College Dublin (UCD). Liaised with UCD Head of Graduate Recruitment to meet student body needs. Acted as AIB representative and delivered presentation at International Graduate Student Fair.
- Appointed as Champion for Personal Lending, Home Insurance and Car Insurance. Managed pipeline, tracked activity and drove sales within branch.
- Acted as Student Lending Officer. Use of expert product knowledge as well as using our digital and self-service channels to enable customers to reach their goals and utilise the appropriate products for their needs.
- Contributed to reaching branch targets through referrals in mortgages, customer financial planning and wealth products. Referrals obtained through customer facing, telephony and written channels.
- Mentored new entrants and existing colleagues in branch procedures and roll out of new digital banking products.

Imaginosity

July 2016 – September 2017

Front of House and Health & Safety Manager

- Managed Front of House Operations, reservations (all customers, school tours, parties and events) maintained company data. Increased efficiency in daily tasks for greater focus on customer interactions and increase in sales for school tour and summer camp services.
- Conducted monthly Front of House and Health and Safety meetings as well as department assessments.
- Acted to cover organisation upper management as required.
- Led regular fire safety drills and recorded all training and safety related upgrades taking place in the building. Maintained risk management documentation for Operations and Human Resources.
- Presented safety findings and preventative actions to senior management and educated staff to prevent reoccurrences of minor incidents. Ensured compliance with applicable Health & Safety regulations.
- Performed routine preventative and emergency maintenance of equipment and utilities. Assessed ongoing safety status of exhibits. Evaluated and approved incident reports and liaised with insurance company.
- Administered Front of House and Floor Staff training. Administered in-house Health & Safety training and assisted external training staff for group training sessions.
- Prepared daily staff schedules and addressed staffing needs as required.
- Oversaw all Front of House and Café staff.
- Maintained museum shop and café inventory. Adept at working within budgetary guidelines.

Imaginosity

May 2015- June 2016

Floor Facilitator

- Managed museum floors, ran educational workshops, facilitated birthday parties and private events, taught and supervised children.

Denis I. Finn Solicitors

October 2014 – November 2014

Legal Intern

- General administrative duties (post management, document exchange, document delivery, daily business banking).
- Researched points of law relating to Conveyancing, Estates & Trust, Medical Negligence and Debt Collection cases.
- Drafted memos and correspondence relating to cases observed in court visits.
- Recorded and transcribed notes and dictation.
- Liaised with local authorities and solicitor's firms.
- Assisted barristers in the Four Courts (file management, barrister/firm liaison).
- Assisted in file creation, organisation and archiving.

Hibergene Diagnostics Ltd. Executive Assistant

December 2013- January 2016

- Managed CEO's travel arrangements and itineraries, facilitated in organising daily schedule.
- Conducted research to prepare, gather, proofread and edit necessary materials and agendas for executive meetings and presentation.
- Recorded and prepared expense reports, maintained regular business filing system.
- Provided support to colleagues in in accounting, product development and marketing in order to finalise projects and meet deadlines.
- Assisted in completing of key company presentations for major fundraising.
- Office Management (office supply stock control, conference room booking, document management, fulfilling front of house role).

Crescent Diagnostics Ltd. Administrative Assistance

July 2013 – May 2014

- Managed CEO's travel arrangements and itineraries, facilitated in organising daily schedule.
- Exhibited product at The Pharmacy Show 2013. Provided customer support, interacted with potential collaborators and conducted research on competitors.
- Meeting and conference call support.
- Organised and prepared current and archived company documentation for fund raising Due Diligence.
- Conducted research to prepare, gather, proofread and edit necessary materials and agendas for executive meetings and presentation.
- Provided support to colleagues in in accounting, product development and marketing in order to finalise projects and meet deadlines as needed.

Education

- Irish Law Fe-1 Candidate – Law Society of Ireland (8 Exams Passed) (March 2020 – March 2022)
- Qualified Financial Advisor, LIB QFA – Institute of Bankers, Ireland (IOB) (January 2018 – January 2019)
- Business and Law, BABL (Hons) – Griffith College Dublin (GCD) (September 2011- May 2014)
- Leaving Certificate- St. Raphaela's Secondary School (September 2008 - June 2011)

Achievements and Interests

- Vice-Chair of the GCD Free Legal Advice Committee (FLAC) (2013/2014)
- Secretary of GCD Law Society (2011/2012, 2012/2013)
- Participant in the Dublin City University Annual Moot 2011/2012
- Participant in the UCD Inter-varsity Debate 2011
- Community Volunteer in local museums, hospitals, nursing homes, crèches and local businesses.
- Completed Silver and Bronze Medal of the Gaisce (President's) Award (Gaisce.ie).

Hobbies

I enjoy hiking, climbing, Pilates and yoga as physical pastimes. I enjoy reading, listening to music, playing piano and song writing as well as creative writing, painting and spending time with friends and family.

References

References available upon request.